

HOLY FAMILY CATHOLIC PRIMARY SCHOOL



Code of Conduct for Parents and Carers including the use of Social Media

This policy was adopted by the Full Governors	Date: July 2025 Review date: July 2028
By name:	Mr J Wilson Chair of Governors Mrs H Rooney Head Teacher
Signature on behalf	Holy Family Catholic Primary School

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1. Purpose and scope

- At Holy Family Catholic Primary School we are very fortunate to have extremely supportive parents. Our parents recognise that educating children is a process that involves partnership between home and school and understand the importance of a good working relationship to equip children with the necessary skills for adulthood. For these reasons we welcome and encourage parents/carers to participate fully in the life of our school.
- The purpose of this policy is to provide a reminder about the expectations we have of all our parents, so that we can work together to ensure a safe and positive school environment for our children.
- We aim to:
 - Work in partnership with parents to support their child's learning
 - Create a safe, respectful and inclusive environment for pupils, staff and parents
 - Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy).

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
 - Work together with staff in the best interests of our pupils
 - Treat all members of the school community with respect – setting a good example with speech and behaviour
 - Seek a peaceful solution to all issues
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- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)

Social Media

Comments posted online (even if made "privately") can easily be misread or misinterpreted and can cause concern for many parents without the school being in a position to address these concerns. Such comments can also be shared without the knowledge or consent of the person posting the comments.

We would ask all parents to think carefully about any messages posted on any social media. We strive to protect the relationship between school staff and parents and believe any misuse of social media can seriously damage the whole school community if any concerns are not raised in an appropriate way and give the school an opportunity to respond.

If any parent has a concern or complaint the correct procedure is to always contact the school. There is a Complaints Procedure posted on the school website which gives parents guidance on how they can raise their concerns.

We would expect, given the very strong relationship between staff and parents, parents would follow the appropriate process. We are here to support you and your child and we take any concerns raised very seriously and want any concerns to be dealt with fairly, appropriately and effectively.

If any parent does post comments regarding their concerns and has not raised the issue with school, the school may need to take action in order to protect the whole school community. This may be in the way of contacting individual parents or by writing to parents who may have been privy to the communications. It is hoped that the contact made will bring about a positive resolution to issues raised although the parents will be reminded of the appropriate procedures.

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent in to school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

The headteacher will consult the chair of governors before banning a parent from the school site.

Appendix 1: model letters



Holy Family Catholic Primary School

Hall Lane, Cronton, Widnes WA8 5DW

Tel: 0151 424 3926

Headteacher: Mrs H Rooney

Date

Dear [parent name],

I've received a report about your conduct on [time and date].

[Summary of incident, include location, its effect on staff, pupils and other parents.]

If the incident is minor, add:

This behaviour is not in keeping with our parent code of conduct. [Please find a copy attached to this letter.]

If the incident is more serious, add:

As written in our parent code of conduct, we do not tolerate this kind of behaviour in our school. [Please find a copy attached to this letter.]

We believe that all staff, pupils and parents are entitled to a safe, respectful and inclusive environment, and that parents are as responsible for creating this environment as school staff.

Continue with:

Further breaches of the code of conduct may result in a ban from the school premises.

If you want to invite the parent in for a meeting, add:

I'd like to invite you in to school to discuss this incident, and how we can work together to prevent similar issues in the future.

Please contact the school office on [phone number] to book an appointment.

Yours sincerely,

Mrs Rooney

Model letter banning a parent from the school site



Holy Family Catholic Primary School

Hall Lane, Cronton, Widnes WA8 5DW

Tel: 0151 424 3926

Headteacher: Mrs H Rooney

Dear [parent name],

I am writing to inform you that, after consultation with the chair of governors, I am banning you from the school site until [date].

You can also choose to ban a parent permanently. In that case, amend the sentence above.

Despite previous correspondence and conversations about your conduct, there have been further breaches of our parent code of conduct.

[Include details of the incidents, including dates, locations and effects on staff/pupils/other parents for every relevant incident.]

If you do not comply with the ban, I will arrange for you to be removed from the grounds and you may be prosecuted under Section 547 of the Education Act 1996.

If you would like to raise a complaint, you can do so using the school's complaints procedures, which are available on our website.

Yours sincerely

Mrs Rooney

